The Conference for Excellence in Nursing Leadership

November 6-10, 2016

NMCONGRESS.COM

The Mirage Hotel • Las Vegas, Nevada
Dear Colleague,

I’m pleased to invite you to attend Nursing Management Congress2016, November 6-10, 2016 at The Mirage Hotel in Las Vegas, Nevada. Sponsored by Wolters Kluwer®, publisher of Nursing Management journal, the conference offers you educational sessions that will strengthen the practical and critical thinking leadership skills you need to improve the overall quality, efficacy, and cost of patient care in your organization.

As the premier conference for nurse leaders, NMC has something for every level of nurse leader in every practice setting. In addition to many of our outstanding returning faculty, you will hear from new and experienced nurse leaders throughout our high-paced, innovative program.

Over the course of the 5-day event, you’ll find a rich forum for evidence-based educational sessions and networking that will deliver comprehensive, results-oriented patient care strategies that you can implement as soon as you return to your practice setting.

Of all the choices you have for national meetings, none will deliver the opportunities for learning, networking, and growth as Nursing Management Congress2016. You’ll enjoy an incredible conference location, an evidence-based approach to learning, easy access to online session content and continuing education, as well as an opportunity to exchange ideas with your peers.

I hope to see you there! Viva Las Vegas!

Jeffrey N. Doucette, DNP, RN, FACHE, CENP, LNHA
Nursing Management Congress2016 Conference Chairperson
Regional Vice President, Clinical Services & Chief Nurse Executive
Bon Secours Hampton Roads Health System
RWJF Executive Nurse Fellow
Newport News, VA
SUNDAY, NOVEMBER 6
8:00 am – 4:30 pm
010A New Manager Intensive: A Focus on Finance—Day 1
Faith Bresman Roberts, RN, MSN, Director of Magnet®, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
This powerful 2-day workshop provides the fundamental tools for success as a new nurse manager. Learn to calculate and justify the staff, equipment, and supplies that you need to keep your department providing quality care. Additionally, learn how to evaluate the feasibility of a new service line. This session’s supportive and interactive environment will empower you with resources you can implement immediately upon return to your organization. If you register for this session, you are automatically enrolled in session 010B. Separate fee.

MONDAY, NOVEMBER 7
8:00 am – 4:30 pm
010B New Manager Intensive: A Focus on Leadership—Day 1
Physician Group, Urbana, IL
If you registered for Day 1, you will be automatically enrolled in Day 2.

020A New Manager Intensive: Certification Prep Course – Day 1
Pamela Hunt, BS, MSN, RN, Chief Nursing Executive, Community Health Network North Region, Indianapolis, IN
This powerful 2-day workshop provides the fundamental tools for success as a new nurse manager. Learn to calculate and justify the staff, equipment, and supplies that you need to keep your department providing quality care. Additionally, learn how to evaluate the feasibility of a new service line. This session’s supportive and interactive environment will empower you with resources you can implement immediately upon return to your organization. If you register for this session, you are automatically enrolled in session 010B. Separate fee.

020B New Manager Intensive: Certification Prep Course – Day 2
Pamela Hunt, BS, MSN, RN, Chief Nursing Executive, Community Health Network North Region, Indianapolis, IN
See session 020A description. If you registered for Day 1, you will be automatically enrolled in Day 2.

030 Experienced Nurse Leader Intensive
Jo Manion, PhD, RN, NEA-BC, FAAN, Author, Speaker, and Consultant Manion & Associates, The Villages, FL
This interactive, full-day intensive is designed for the experienced nurse leader who wants a different and deeper understanding of how to effectively lead teams and lead in the business of healthcare. The content will explore concepts such as improving salary dollar performance, aligning nursing’s work with organizational goals, and coaching and developing teams. You’ve been successful in the past; now join and learn from experienced nurse leaders how to continue to lead in the face of today’s challenges! Separate fee.

8:00 am – 11:30 am
040 Creating A World-Class Culture
Amy Cotton, MSN, RN, FAAN, System Vice President for Patient Engagement & Chief Patient Experience Officer, Eastern Maine Healthcare Systems (EMHS), Brewer, ME
Hospital nurse leaders are under increasing pressure to improve patient experience. In an environment of juggling publicly reported patient survey results, limited resources, and nursing burnout, where do we start? This interactive workshop provides a roadmap to reboot patient experience performance improvement efforts at your hospital. The session will include debunking patient experience myths, evaluating current CMS public reporting metrics, evidence-based practices for performance improvement, and tools for enhancing nursing effectiveness in delivering person-centered care. Separate fee.

Registration to Nursing Management Congress2016 also includes a 1-year subscription (12 issues) to Nursing Management journal—a $104 value! Current subscribers will have a 1-year subscription added to their existing subscription.
MONDAY, NOVEMBER 7

5:00 pm – 6:30 pm
Opening Remarks,
Chairperson Welcome,
Opening Session
101 NextGen Leadership:
Limitless Potential,
Amazing Results!
Jeffrey Doucette, DNP, RN, FACHE, CENP,
LNHA, Nursing Management Congress2016
Chairperson, Regional Vice President, Clinical
Services & Chief Nurse Executive, Bon Secours
Hampton Roads Health System, RWJF
Executive Nurse Fellow, Newport News, VA
Today’s high pressure healthcare environment requires a new set of leadership skills especially for front-line leaders who are pulled in many different directions. Join NMC 2016’s chairperson for this high energy session that will help the nurse leader assess, develop, and adopt a new leadership paradigm for success in the rapidly changing healthcare landscape.

6:30 pm - 8:30 pm
Grand Opening Exhibits/View Posters and Welcome Reception
Learn the latest products and technologies, view the poster presentations, and network with vendors and colleagues. Light reception fare will be served.

TUESDAY, NOVEMBER 8

7:45 am – 8:45 am
Exhibits Open/Continental Breakfast in Exhibit Hall
Learn the latest products and technologies, view the poster presentations, and network with vendors and colleagues. Continental breakfast will be available.

8:45 am – 9:00 am
Richard Hader Visionary Leader 2016 Award Ceremony
Nursing Management journal’s editorial board is recognizing a nurse leader who views nursing as both an art and a science by promoting caring and competence as the link between science and humanity. This award recognizes excellence and innovation in nursing leadership.

9:00 am – 10:00 am
Keynote Address
103 Healthcare, Remixed
Zubin Damania,
MD, Founder,
Turntable Health,
ZDoggMD, Las Vegas, NV
Dr. Damania delves into the ethical challenges of delivering compassionate health care in our severely dysfunctional medical system, while proposing collaborative ways to revitalize it. He examines, through humor and storytelling, the hope that the future of medicine is a bright one provided that all of us work together for the common goal.

10:15 am – 11:15 am
BREAKOUT SESSIONS
111 The “Why Behind the What:” Patient-Centered Scheduling
Betsy Bigler, MSN, BS, RNC-OB, Director of Maternity Services, Community Health Network, North Campus, Indianapolis, IN
Do you have opportunities to improve your HCAHPS? Are you asked to find efficiencies year after year and you’ve run out of places to look? We’ll explore how changing when and how our employees work, not how hard they work, can lead to success! You’ll leave this session with examples of how to track data and utilize visual management to explain the particulars to your staff and exceed your patients’ expectations.

112 Changing the Culture of Fatigue: A Nurse AND Patient Safety Problem
Mary Lawson Carney, DNP, RN-BC, CCRN,
CNE, Nursing Faculty, Western Governors University, Salt Lake City, UT
When a nurse safety issue becomes a patient safety problem, something’s got to change! This session will examine the scope of fatigue as a workplace problem and describe how the healthcare environment contributes to it. Finally, we’ll translate evidence from non-healthcare industries to describe solutions for the high stakes, 24/7 healthcare workplace.

113 Stoplight to Discharge
Sam Merchant, BSN, RN, RN-BC, NE-BC,
Director of Nursing (Telemetry and Oncology), Metropolitan Methodist Hospital, Methodist Healthcare System, San Antonio, TX
During this session, we’ll identify common barriers to discharge readiness in an acute care setting. Attendees will also learn tools to use for improving 11am, 1pm, and 4pm discharge compliance by removing nursing-related barriers to promote discharge readiness.

114 Mobile, Real-Time Rounding Improves Patient, Family, and Staff Experience
Abby Nguyen, RN, BSN, MBA, Chief Nursing Officer, Genesis HealthCare System, Zanesville, OH
In this session, we’ll discuss the importance of proactively engaging patients and families during a hospital stay using mobile technology to conduct, manage, and track nurse leader rounds. We’ll also address how to standardize the rounding process to capture meaningful, actionable patient feedback data, as well as staff rounding to continuous improvement in patient care, safety, experience, and outcomes.
Continuing Education Provider Information

Purpose: As a nurse leader attending *Nursing Management* Congress2016, you’ll be able to network with colleagues, have discussions with faculty and industry experts, and visit numerous exhibits that provide alternatives and strategies for improving the quality and cost-effectiveness of care delivery and nursing practice in your healthcare setting. In addition, you can accrue contact hours.

Accreditation Statement: Lippincott Williams & Wilkins (LWW), publisher of *Nursing Management* journal, will award up to 16 contact hours (main conference only) for this continuing nursing education activity (a maximum of 30 contact hours can be earned inclusive of a 2-day pre-conference workshop).

Lippincott Williams & Wilkins is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

This activity is also provider approved by the California Board of Registered Nursing, Provider Number CEP 11749 for 16 contact hours and up to 30 contact hours inclusive of a 2-day preconference workshop. LWW is also an approved provider of continuing nursing education by the District of Columbia and Florida #50-1223.

Your Lippincott Williams & Wilkins contact hours are valid wherever you reside.

11:30 am – 12:30 pm

**BREAKOUT SESSIONS**

**121 Push – Pull... It’s About Patient Throughput**

Kirsten Drake, DNP, RN, OCN, NEA-BC, Director Med/Surg, Renal/Oncology Services, Texas Health Harris Methodist Hospital, Fort Worth, TX

Struggling with ideas on how to move patients through your hospital and unit? This session will share best practices and techniques to transition patients from the emergency department to the unit, and from the unit to the patient’s discharge disposition.

**122 Nurses on Boards: A Seat at the Table**

Kate FitzPatrick, DNP, RN, ACNP, NEA-BC, FAAN, Chief Nursing Officer, University of Vermont Medical Center, Associate Dean for Interprofessional Practice, CNHS, University of Vermont, Robert Wood Johnson, Executive Nurse Fellow, Burlington, VT

The voice of nurses is a powerful one. How are we represented on various community and professional boards? What are our opportunities? This session will provide information and practical tips for gaining a seat at the table and using your gifts as a nurse to affect change locally, regionally, and beyond.

12:30 pm – 2:30 pm

**BREAKOUT SESSIONS**

**123 Reducing Readmissions Across the Care Continuum**

Lenard L. Parisi, RN, MA, CPHQ, FNAHQ, Vice President of Quality Management, MJHS/Metropolitan Jewish Health System, New York, NY

This session will focus on the importance of collaborating with post-acute care providers, in particular home health and long-term care. You’ll learn about the publicly reported quality metrics that may be used to evaluate post-acute care providers. You will be given the information and knowledge necessary to analyze and improve performance across the continuum. Hope is not a discharge plan to decrease admission within 30 days! It takes an understanding of quality and performance across the continuum of care for continuous and sustained improvement.

**124 Be a Data Steward! Tools and Tips to Improve Clinical Processes with Data**

D’Andre Carpenter, DNP, MS-ISM, RN-BC, Corporate Director of Clinical Informatics, Baylor Scott & White Health, Dallas, TX

In today’s healthcare environment, nurse leaders are expected to take charge of quality and performance-based initiatives on multiple fronts. Therefore, having an understanding of the principals of data stewardship as a nurse leader is critical to your success. In this session, you’ll receive an overview of data stewardship concepts surrounding collecting, analyzing, and presenting data metrics for the purpose of driving process improvement.

2:30 pm – 3:30 pm

**BREAKOUT SESSIONS**

**131 Nursing Workforce Predictions: What’s Really Happening?**

Sean Clarke, PhD, RN, FAAN, Professor and Associate Dean, Undergraduate Programs, William F. Connell School of Nursing, Boston College, Chestnut Hill, MA

Nearly 20 years ago, talk started of a national shortage of registered nurses that was expected to reach near-crisis proportions by 2016, but such a shortage never emerged … and probably won’t in the future. In this session, we’ll review what’s been happening in the American registered nurse workforce over the last decade in terms of new entrants to the profession and changing demographics, and the reasons for these shifts. We’ll also review new predictions regarding supply and demand for RNs and what might affect the accuracy of those predictions.

Register online at NMCongress.com
Current and emerging nursing leadership roles at all levels routinely require core competencies that include the knowledge and skills associated with the field of Project Management (PM). Drawing on the process and performance standards from the PM profession, as well as direct experience with complex projects, this presentation will cover five key principles, along with associated tools and techniques. Practical application of theoretical content will be illustrated through a real-life nursing project example.

1. **Motivating Teams to Do the Right Thing When No One is Looking**

   **Kate FitzPatrick,** DNP, RN, ACNP, NEA-BC, FAAN, Chief Nursing Officer, University of Vermont Medical Center, Associate Dean for Interprofessional Practice, CNHS, University of Vermont, Robert Wood Johnson, Executive Nurse Fellow, Burlington, VT

   Have you ever observed someone assist a patient or family members in the corridor when he or she is unaware that someone is watching? What motivates people to actions that support a bigger purpose and vision? This session will describe leadership practices and approaches that can help grow a culture of accountability.

2. **VBP and the EHR: Making Sense of Alphabet Soup**

   **D’Andre Carpenter,** DNP, MS-ISM, RN-BC, Corporate Director of Clinical Informatics, Baylor Scott & White Health, Dallas, TX

   Concepts of Value-Based Purchasing (VBP) can be confusing to nurse leaders. Knowledge gaps surrounding VBP can be even more confusing. In this session, we will review regulatory components of VBP while correlating them to core documentation workflows within the EHR.

3. **Why Does Mindfulness in Leadership Really Matter?**

   **Tori Pipe,** PhD, RN, Dean, College of Nursing & Health Innovation, Chief Wellbeing Officer, Arizona State University, Phoenix, AZ

   This session will explore how mindfulness can fortify leadership behaviors in personal and professional roles. We will focus on practical, in-the-moment strategies that can be used in various ways to strengthen leadership and enhance joy and meaning in the service of excellent care.

4. **“Why Not Me?” Building Resilience in the Face of Nursing Workplace Violence**

   **Beth Buckingham,** PhD, HSPP, RN, BSN, Integrative Health Psychologist, Community Health Network, Indianapolis, IN; **Kimble Richardson,** MS, LMHC, LCSW, LMFT, LCAC, Manager, Business Development, Approved Instructor, Critical Incident Stress Management, Community Health Network, Indianapolis, IN

   Nurses are boots-on-the-ground responders in healthcare and, as such, are inadvertently placed in harm’s way. Learn how one major healthcare network rallied to care for a nurse-psychologist after she was confronted at gunpoint. Nurse leaders will take away strategies for building staff resilience and an internationally recognized program for responding to workplace violence.

5. **What Does My CEO Want From Me?**

   **John Phillips,** CEO, FACHE, Methodist Mansfield Medical Center, Mansfield, TX

   As a nurse leader, have you ever wondered what your CEO was thinking? Especially if your CEO isn’t a nurse, you may have experienced bouts of confusion, frustration, and even possible delusions about what your CEO was thinking or expecting from you relative to your job performance. In this session, hear insight from one hospital CEO regarding how senior leaders and nurse leaders can work more closely to achieve a higher level of job satisfaction and patient-centered care.

6. **How to be Empowered in the Most Difficult Work Environments**

   **Dean L. Prentice,** Colonel, USAF, NC, DHA, MA, BSN, NE-BC, Deputy Command Surgeon, United States Air Force Central Command, Shaw Air Force Base, SC; **Rhonda Lawes,** MS, RN, CNE, Assistant Professor, University of Oklahoma College of Nursing, Tulsa, OK

   No one’s job is perfect, but some of us face challenges such as power deficits that seem particularly isolating and overwhelming. Our speakers will share strategies they’ve used to successfully help managers personally develop, beyond feeling hopeless in their situation, to becoming empowered in some of the most difficult work environments. In this session, participants will learn the skills to empower themselves and regain influence over both their leaders and those they lead.

**Wednesday, November 9**

8:00 am – 9:00 am  
**Exhibits Open/Continental Breakfast in Exhibit Hall**

Learn the latest products and technologies, view the poster presentations, and network with vendors and colleagues. Continental breakfast will be available.

9:00 am – 10:00 am  
**GENERAL SESSION**

201 **Getting the Most From People Around You**

   **Andrea Mazzoccoli,** MSN, MBA, PhD, FAAN, Senior Vice President, Chief Quality & Nursing Executive, Bon Secours Health System, Inc., Marriottsville, MD

   This session will review the Nelson and Burns model for developmental models for teams. Using the model as a framework, the presenter will provide ways to take teams to a high performing level and link the development of high performing teams to the ANCC Magnet® model of excellence.

Register online at NMCongress.com
10:15 am – 11:15 am
BREAKOUT SESSIONS

211  Stop, Look, and Listen … I Am Someone’s Loved One
Donna Crimmins-Bonnell, BSN, RN, MHSM, CPHQ, LSSGB, Director Quality Services, Methodist Mansfield Medical Center Mansfield, TX
Communication, compassion, and listening with our hearts are key drivers of patient-centered care. Stop, look, and listen drives home the need for caregivers to pause and focus on the verbal and non-verbal clues our patients and families present to us, when entrusted in our care. This presentation offers a proactive approach to preventing harm by changing the way we think and engaging the patient and family in their safety.

212  What To Do With Things You Can’t Control
Rhonda Lawes, MS, RN, CNE, Assistant Professor, University of Oklahoma College of Nursing, Tulsa, OK
This session will explore how we can all more effectively deal with life’s unexpected circumstances. Whether it’s a blown tire, someone mistreating you, being the target of gossip, an unfair workload, or receiving a difficult diagnosis, things happen outside of our control on a regular basis in life.

213  Leaving Your Legacy… Success in Succession Planning
Jonathan Woods, RN, MSN, NE-BC, Inpatient Children Services Manager, NICU, Pediatrics & Child Life, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
This presentation will explore the current state of nurse leaders, as well as the challenges that the profession faces in recruiting nurses from the bedside to the office. We’ll discuss strategies and opportunities to attract the next generation of nurse leaders to take the leap into leadership, and the success that one department has had with a non-traditional leadership structure.

214  Talkin’ Bout My Generation: Generations in the Workplace should be Your GREATEST Strength, Not Your Biggest Headache!
Libby Spears, Founder, Bravo cc, Dallas, TX
There’s currently four generations in the workplace today and the fireworks show can’t be missed! Let’s step away from the finger pointing, blanket statements, and trash talk to find some common ground. During this session, we’ll first define each generation and acknowledge what they offer that makes our organizations better. Then we’ll do the hard work of learning how to collaborate by identifying our commonalities and sharing techniques for effectively interacting when our differences cause sparks.

Call for Posters
This educational meeting and exposition is for nurses in management and leadership positions across the continuum of health care. Currently, we’re soliciting poster presentations for the conference. For more details on submitting a poster, please visit the conference website at www.nmcongress.com.

Subject Matter
Poster submissions should contain subject matter of interest to nurses in management and leadership roles. Posters must be evidence-based and include empirical outcomes. Posters sharing studies in progress with substantive preliminary outcomes will also be considered. Topics of interest may include, but are not limited to, personal and professional development, stress reduction, time/project management, financial management, ethical/legal issues, team development, human resource issues, evidenced-based practice, patient safety, and contemporary payment systems such as value-based purchasing.

All accepted/participating posters will be eligible for peer-judging during the conference. Posters will be judged based on the following criteria:
• Substantial & positive impact on public health or patient group
• Contributed to new knowledge or practice
• Unique or innovative
• Supporting documents, teaching displays, or pictures to support poster abstract

Winning posters will be announced during the meeting and the author of these winning posters will receive complimentary conference registration to Nursing Management Congress 2017!

Deadline for submissions:
September 2, 2016
Notifications of acceptance and/or rejections: September 16, 2016

For posters to be accepted, they must comply with ANCC Standards of Commercial Support and Advertising. No product logos may be used and generic names are preferred.

Register online at NMCongress.com
11:30 am – 12:30 pm
BREAKOUT SESSIONS

221 Whether Critical or Crucial, It’s ALL About the Conversation
Faith Bresnan Roberts, MSN, RN, Director of Magnet®, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
As a nurse leader, you’re faced with communicating messages to staff, peers, and providers that they may not want to hear. Identifying behaviors that are divisive, practices that are substandard, and attitudes that need a reset comprise the content of most of these conversations. It’s imperative that you take the time to practice delivering these messages so that measurable change will occur.

222 Finding the Path to Success: Navigating Organizational Politics
AI Stephens, DNP, MBA/HCA, RN-BC, CMSRN, NEA-BC, Cardiology Nurse Manager, Methodist Dallas Medical Center, Dallas, TX
Nursing isn’t immune! Organizational politics drive the work environment, influence decisions, and impact how advancement opportunities are realized. Successful leaders recognize the political arena at their organization, and are knowledgeable of the unwritten rules for operation. This session explores healthy ways to embrace and engage in the political process to meet goals and ensure success.

223 Building Standardized Quality Improvement into Your Daily Work
Charlotte Ferguson, RN, MSN, CPHQ, CEN, Vice President, Quality and Performance Improvement, St. Joseph Health, Bryan, TX
Take charge of your day so that the most important things get done! The Standard Work Model for healthcare professionals contributes to high reliability. Learn to truly see and hear so that you and your team can design strong and efficient care delivery methods. Standard Work’s clear and simple messages help create confidence and build trust.

224 I Couldn’t, I Wouldn’t, I Shouldn’t … I Just Did: Keeping Professional Boundaries in Nursing
Jonathan Woods, RN, MSN, NE-BC, Inpatient Children Services Manager NICU, Pediatrics & Child Life, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
This session will walk the learner through the definition and identification of professional boundary violations, as well as the warning signs that nurse leaders should heed. We’ll address resources available to nurse leaders and share strategies to protect staff and patients from the slippery slope created by boundary crossings.

12:30 pm – 2:30 pm
Exhibit Hall Open
Lunch Provided in Exhibit Hall
Learn the latest products and technologies, view the poster presentations, and network with vendors and colleagues. Lunch will be available.

2:30 pm – 3:30 pm
BREAKOUT SESSIONS

231 The “Write” Stuff: Getting Published
Rosanne Raso, RN, MS, NEA-BC, Nursing Management Editor-in-Chief, Wolters Kluwer, Philadelphia, PA; Vice President and Chief Nursing Officer, New York-Presbyterian/Weill-Cornell Medical Center, New York, NY
Afraid to write? This interactive session, led by Nursing Management’s Editor-in-Chief, will allay your fears. Step-by-step, we’ll take you from choosing the right topic and submission of the final manuscript to what to expect from peer review. You’ll be surprised at how it’s within your reach to create an article that thousands of your colleagues will want to read. Bring your ideas and we’ll help you do the rest!

232 The Case of the Frozen Frog: Adaptive Leadership During Times of Disruptive Change
Libby Spears, Founder, Bravo cc, Dallas, TX
Spend an afternoon at your local zoo and you’ll learn about amazing animal adaptations—from giraffes whose necks evolved to reach the leaves in the highest trees to camels who can open and close their nostrils to protect themselves during desert sandstorms—and even frozen frogs. As it turns out, certain frogs can freeze solid during cold winters as a means of mere survival. (Now that’s adaptation to a harsh environment!) Taking our cue from the animal world, this workshop will address adaptive leadership in the harsh, complicated ecosystem known as the business world. During our time together, we’ll define your own specific leadership style and review how to apply adaptive leadership skill sets to current projects or challenges.
233 Ambulatory Nurse Clinic Playbook: A Practical Guide for Managing Operations and Competence
Hazel Torres, MN, RN, Assistant Director of Regional Professional Development and Research, Kaiser Permanente, Southern California
During this session, learn about Kaiser Permanente’s Ambulatory Nurse Clinic Playbook, developed as a practical guide for ambulatory care nurse managers to access tools, work flows, and processes that could be standardized across the southern California region. Hear how this idea freed up their time to address the other management concerns and challenges unique to their department and location.

234 Patient Safety: It Takes a Village, But It Starts with You
JoAnne Phillips, DNP, CPPS, Manager of Quality and Patient Safety, Penn Homecare and Hospice, Bala Cynwyd, PA
The role of nursing leadership in mitigating harm or death from medical errors includes improving transparency surrounding error, establishing a process to rescue patients when an error occurs, and creating a practice environment that will facilitate a culture of safety. In a culture of safety, errors and near misses are openly discussed, staff has the knowledge and skills to rescue patients, and error prevention strategies are hardwired into practice. This session will provide strategies and guidance for nurse leaders to begin the journey to a culture of patient safety that can result in improved patient outcomes and staff satisfaction.

3:45 pm – 4:45 pm GENERAL SESSION
241 Batman vs Superman: The Battle to Restore Job Satisfaction
Dean L. Prentice, Colonel, USAF, NC, DHA, MA, BSN, NE-BC, Deputy Command Surgeon, United States Air Force Central Command, Shaw Air Force Base, SC
You know, coming to a place in your professional life where you're happy going to work, you're happy to be at work, and you feel like you make a difference can seem like an epic battle. Today's organizations are dealing with unprecedented resource constraints, increasing job requirements, and decreasing staff sizes. We’re going to review current research and discuss three actions you can take to help improve your job satisfaction.

Thursday, November 10

8:00 am – 9:00 am GENERAL SESSION
301 When Good Isn’t Good Enough: How Unconscious Preferences Can Harm Patients Despite Our Good Intentions
Gloria Johnson Goins, JD, MBA, Chief Diversity and Inclusion Officer, Bon Secours Health System, Inc., Marriottsville, MD
Despite our best intentions, there is clear evidence that supports the fact that caregivers are susceptible to making assumptions about the patients with whom they interact. These assumptions are activated subconsciously, occur most in busy clinical settings, and are tied to personal characteristics such as race, gender, and age, among other factors. Unfortunately, these same assumptions may impact communication, care decisions, and actual health outcomes. This highly interactive session will provide an overview of the science and evidence of the impact of personal characteristics on communication and care, and share some key pointers on how to reduce the impact of stereotypes in our daily work.

9:15 am – 10:15 am GENERAL SESSION
302 Sh*t Happens. But Life Goes On!
Derek Cunard, Chief Executive People Officer, Pinnacle Automotive Hospitality Services, Inc., Tampa, FL
In this fun, upbeat, and informative session, renowned speaker and cancer survivor Derek Cunard will share his slightly quirky, personally touching, and thought-provoking beliefs to understanding what he joyfully calls “sh*t.” With all that we face in our key healthcare roles, building and sustaining a compelling environment, and creating the workplace of the future, this is a timely and valuable discussion surrounding “the price of entry” in these increasingly exponential times. So step forward carefully, put your creative powers to work, and remember that “sh*t happens!”

10:30 am – 11:30 am CLOSING SESSION
303 Welcome … Glad You’re Here! Now STAY! The Nurse Leader’s Role in Retention
Faith Bresnan Roberts, MSN, RN, Director of Magnet®, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
Our profession is facing the current and ongoing exit of Baby Boomer nurses, coupled with a shortage that will only accelerate. Bringing new staff nurses into our organizations and creating reasons for them to stay will be crucial to our success. Effective methods for retaining nurses from across the country will be highlighted, with an emphasis on relationship building that nurtures and retains staff in our ever-changing environment.
Register online at NMCongress.com

**Host Hotel:**
The Mirage Hotel  
3400 Las Vegas Blvd. South  
Las Vegas, NV 89109  
Conference room rate is $159.00 (plus a reduced $20 resort fee)  
single/double, plus tax  

**Reservations**
Online: nmcongress.com  
Phone Toll Free: 1-800-627-6667  
All hotel reservations must be received by October 12, 2016.  
Please refer to NMC16A to receive this special rate. Please make room reservations as early as possible as the group room block may sell out sometimes before the actual cutoff date.

**About Mirage Las Vegas**
Discover the charm of the tropics at The Mirage Hotel in the heart of the Las Vegas Strip. A Polynesian paradise with a contemporary collection of restaurants, bars, nightclubs and shows, this is one of the premier resorts in the city.  

For more than ten years, the The Beatles “LOVE” by Cirque du Soleil has been packing audiences into its circular, custom-built theater. There they are wowed not only by the music, which comes from the legendary group’s original recordings, but also by imaginative props and costumes that defy description. With high-definition video projections as well, the show is a visual and aural feast.  

The dining experiences offered at The Mirage are also illustrious. Within a matter of steps, you’ll pass by world-class eateries including Japonais by chefs Jun Ichikawa and Gene Kato, STACK Restaurant & Bar by chef Brian Massie, Fin by chef Chi Choi, and Onda Ristorante & Wine Lounge, featuring a variety of Italian culinary delights. At Tom Colicchio’s Heritage Steak, the renowned New York chef focuses on preparing meats over open flames in either wood-burning ovens or on charcoal grills. Go ahead … try and choose—as they are all delicious!  

The iconic attraction is The Mirage Volcano, set in a tranquil lagoon spanning the front of the property. At night, you can see it erupt. The fiery special effects are choreographed to an original soundtrack created by Grateful Dead drummer Mickey Hart and international superstar Zakir Hussain. Other similarly remarkable sights inside the resort include the towering tropical atrium packed with beautifully colored fauna and flora and the floor-to-ceiling aquarium in the lobby, which is home to nearly 1,000 forms of marine life.

**Richard Hader Visionary Leader Award**

*Generously sponsored by Meridian Health*

**Nursing Management** journal’s editorial board is recognizing a nurse leader who views nursing as both an art and a science by promoting caring and competence as the link between science and humanity. Named in honor of the journal’s long-standing and highly respected Editor-in-Chief and conference chairperson, Dr. Richard Hader, this award recognizes excellence in nursing leadership.

To enter the award competition, compose a manuscript of up to 2,000 words detailing a colleague’s accomplishment in the planning, development, implementation, and evaluation of a sustainable change in the work environment or clinical practice that has resulted in a positive outcome.

The manuscript should articulate evidence that addresses the following award guidelines:

- **Positive work environment:** The leader significantly influences the work environment through the implementation of creative strategies to improve a professional model of care, nurse satisfaction, patient safety and quality, and professional development.

- **Clinical practice:** The leader actively implements strategies that support the advancement of nursing science through clarifying, refining, and expanding the nursing knowledge base by influencing patient care delivery.

  - **Transformational leadership:** The leader defines a shared vision, motivates and coaches teams toward the shared vision, and allows for shared decision making within the team or organization.

  - **Mentoring:** The leader functions as a mentor, encouraging and engaging team members to participate in the change process. In doing so, the leader embraces cultural diversity and actively seeks opportunities to include differing opinions and viewpoints.

The entry should address the leader’s ability to sustain excellence through insight, inspiration, creativity, and applicability to other organizations. *Nursing Management*’s editorial board will select the winner based on the manuscript’s readability, originality, and evidence of credibility. We’ll feature the winning manuscript in our January 2017 issue. The selected honoree will receive an all-expense-paid trip to *Nursing Management* Congress2016, which includes round-trip airfare, conference registration, and hotel accommodations. The winner will be recognized onsite during the conference program.

To enter, email your manuscript to Kimberly.Gasda@wolterskluwer.com, with “Visionary Leader” in the subject head. **Deadline to enter: August 15, 2016**
3 EASY WAYS TO REGISTER:
1. Online: NMCongress.com
2. By fax: 215-565-2807
3. Mail completed form with payment to:
   Wolters Kluwer Conference Department
   Two Commerce Square, 2001 Market Street, Philadelphia, PA 19103
   Inquiries: 1-800-346-7844 x 18850 or 18851

REGISTRATION FORM

Title/Position:
- Nurse Manager
- VP
- Director
- CNO/CNE
- Recruiter
- Other (please specify) __________________________

NAME/CREDS FOR BADGE

EMPLOYER NAME
Please note email address will be used to send all confirmations and for CE auditing.
EMAIL __________________________

STREET ADDRESS __________________________

CITY __________________________ STATE __________________________ ZIP __________________________

PHONE (Check one) □ Home □ Work □ Mobile __________________________

Please indicate if you would like to attend any of the preconference workshops listed below. NOTE: There is an additional charge for these sessions. See price list at right.

**Sunday, November 6 and Monday, November 7** — 2-Day Preconference Courses
If you select a course from column A, you cannot select one from column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 4:30 pm</td>
<td>8:00 am – 4:30 pm</td>
</tr>
<tr>
<td>010A-B New Manager Intensive: 2-Day Course</td>
<td>020A-B Nursing Leadership Certification Prep: 2-Day Course</td>
</tr>
</tbody>
</table>

**Monday, November 7** — Preconference Workshops
If you have selected 010 or 020 you cannot attend the following workshops:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 4:30 pm (FULL DAY)</td>
<td>030 Experienced Nurse Leader Intensive</td>
</tr>
<tr>
<td>8:00 am – 11:30 am (HALF DAY)</td>
<td>040 Creating a World-Class Culture</td>
</tr>
<tr>
<td>1:00 pm – 4:30 pm (HALF DAY)</td>
<td>050 Improving the Patient Experience</td>
</tr>
</tbody>
</table>

**Monday, November 7** — Main Conference Starts Here

<table>
<thead>
<tr>
<th>Time</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:30 pm – 6:30 pm</td>
<td>101 Chairperson Opening Session: NextGen Leadership: Limitless Potential, Amazing Results!</td>
</tr>
<tr>
<td>6:30 pm – 8:30 pm</td>
<td>102 Grand Opening of Exhibits/Welcome Reception</td>
</tr>
</tbody>
</table>

Please indicate your selection below for each breakout session that you’d like to attend. This section must be completed in order to process your registration.

**Tuesday, November 8**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:15 am – 11:15 am</td>
<td>1</td>
</tr>
<tr>
<td>11:30 am – 12:30 pm</td>
<td>2</td>
</tr>
<tr>
<td>1:00 pm – 2:00 pm</td>
<td>3</td>
</tr>
<tr>
<td>2:30 pm – 4:30 pm</td>
<td>4</td>
</tr>
</tbody>
</table>

**Wednesday, November 9**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:15 am – 11:15 am</td>
<td>1</td>
</tr>
<tr>
<td>11:30 am – 12:30 pm</td>
<td>2</td>
</tr>
<tr>
<td>2:30 pm – 3:30 pm</td>
<td>3</td>
</tr>
</tbody>
</table>

**Thursday, November 10**

Please note that General Sessions are open to all paid attendees.

**REGISTRATION FEES/CUTOFF DATES**

All preregistration for the conference must be postmarked no later than October 17, 2016. Walk-in registration availability will be posted on our website at NMCongress.com.

<table>
<thead>
<tr>
<th>Category</th>
<th>Super Early Ends 9/12</th>
<th>Early 9/13–10/17</th>
<th>Regular 10/18 and after (on-site)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Conference (if attending the whole meeting)</td>
<td>$699</td>
<td>$749</td>
<td>$799</td>
</tr>
<tr>
<td>Daily Fee (if you are only attending one day – circle Tuesday or Wednesday)</td>
<td>$325</td>
<td>$365</td>
<td>$405</td>
</tr>
<tr>
<td>Guest Pass for Exhibit Hall</td>
<td>$250</td>
<td>$250</td>
<td>$250</td>
</tr>
<tr>
<td>Preconference Workshops (November 6-7, additional fee)</td>
<td>$590</td>
<td>$670</td>
<td>$750</td>
</tr>
<tr>
<td>010 New Manager Intensive: 2-Day Course</td>
<td>$590</td>
<td>$670</td>
<td>$750</td>
</tr>
<tr>
<td>020 Nursing Leadership Certification Prep: 2-Day Course</td>
<td>$590</td>
<td>$670</td>
<td>$750</td>
</tr>
<tr>
<td>030 Experienced Nurse Leader Intensive</td>
<td>$295</td>
<td>$375</td>
<td>$455</td>
</tr>
<tr>
<td>040 Creating a World-Class Culture</td>
<td>$195</td>
<td>$215</td>
<td>$235</td>
</tr>
<tr>
<td>050 Improving the Patient Experience</td>
<td>$195</td>
<td>$215</td>
<td>$235</td>
</tr>
</tbody>
</table>

**PAYMENT SUMMARY**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Fee</td>
<td>$</td>
</tr>
<tr>
<td>Preconference Workshops</td>
<td>$</td>
</tr>
<tr>
<td>Guest Pass for Exhibit Hall</td>
<td>$</td>
</tr>
<tr>
<td>Total Amount Due</td>
<td>$</td>
</tr>
</tbody>
</table>

**FOR OFFICE USE ONLY**

Amount __________________________
Check no. __________________________
Date __________________________

**SIGNATURE**

**CANCELLATION/TRANSFER POLICY**

All cancellations and transfers must be received in writing. For cancellations received prior to October 20, 2016, we will refund registration cost minus a $75 administrative fee. We’re unable to make refunds after October 20, 2016, but will gladly transfer your registration to a colleague if the request is made in writing to Helen.Solensky@wolterskluwer.com.

NOW INCLUDED: 1-YEAR SUBSCRIPTION TO NURSING MANAGEMENT!

Registration includes a 1-year subscription (12 issues) to Nursing Management journal.

Already a subscriber? We will add a 1-year subscription to your existing subscription.

6-K273